

?b 705text1, 705text2, 705adlit, 705newsbib, 705biblit, 610, 613

```
>>>          77 does not exist
>>>          278 does not exist
>>>2 of the specified files are not available
      21oct02 06:08:20 User264751 Session D293.1
      $0.00      0.181 DialUnits FileHomeBase
$0.00 Estimated cost FileHomeBase
$0.10 TELNET
$0.10 Estimated cost this search
$0.10 Estimated total session cost      0.181 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

```
File 15:ABI/Inform(R) 1971-2002/Oct 19
      (c) 2002 ProQuest Info&Learning
*File 15: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
File 16:Gale Group PROMT(R) 1990-2002/Oct 21
      (c) 2002 The Gale Group
*File 16: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
File 160:Gale Group PROMT(R) 1972-1989
      (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2002/Oct 21
      (c)2002 The Gale Group
*File 148: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
File 621:Gale Group New Prod.Annou.(R) 1985-2002/Oct 18
      (c) 2002 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2002/Oct 21
      (c) 2002 The Gale Group
File 634:San Jose Mercury Jun 1985-2002/Oct 19
      (c) 2002 San Jose Mercury News
File 47:Gale Group Magazine DB(TM) 1959-2002/Oct 18
      (c) 2002 The Gale group
File 9:Business & Industry(R) Jul/1994-2002/Oct 18
      (c) 2002 Resp. DB Svcs.
File 623:Business Week 1985-2002/Oct 18
      (c) 2002 The McGraw-Hill Companies Inc
File 810:Business Wire 1986-1999/Feb 28
      (c) 1999 Business Wire
File 624:McGraw-Hill Publications 1985-2002/Oct 18
      (c) 2002 McGraw-Hill Co. Inc
File 813:PR Newswire 1987-1999/Apr 30
      (c) 1999 PR Newswire Association Inc
File 20:Dialog Global Reporter 1997-2002/Oct 21
      (c) 2002 The Dialog Corp.
File 636:Gale Group Newsletter DB(TM) 1987-2002/Oct 21
      (c) 2002 The Gale Group
File 635:Business Dateline(R) 1985-2002/Oct 19
      (c) 2002 ProQuest Info&Learning
File 570:Gale Group MARS(R) 1984-2002/Oct 21
      (c) 2002 The Gale Group
File 387:The Denver Post 1994-2002/Oct 18
      (c) 2002 Denver Post
File 471:New York Times Fulltext 90-Day 2002/Oct 20
      (c) 2002 The New York Times
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
      (c) 2002 Phoenix Newspapers
*File 492: This file is temporarily not updating.
File 494:St LouisPost-Dispatch 1988-2002/Oct 20
      (c) 2002 St Louis Post-Dispatch
File 498:Detroit Free Press 1987-2002/Oct 18
      (c) 2002 Detroit Free Press Inc.
File 631:Boston Globe 1980-2002/Oct 18
      (c) 2002 Boston Globe
File 633:Phil.Inquirer 1983-2002/Oct 18
```

(c) 2002 Philadelphia Newspapers Inc  
 File 638:Newsday/New York Newsday 1987-2002/Oct 19  
 (c) 2002 Newsday Inc.  
 File 640:San Francisco Chronicle 1988-2002/Oct 20  
 (c) 2002 Chronicle Publ. Co.  
 File 641:Rocky Mountain News Jun 1989-2002/Oct 16  
 (c) 2002 Scripps Howard News  
 File 702:Miami Herald 1983-2002/Oct 15  
 (c) 2002 The Miami Herald Publishing Co.  
 File 703:USA Today 1989-2002/Oct 19  
 (c) 2002 USA Today  
 File 704:(Portland)The Oregonian 1989-2002/Oct 19  
 (c) 2002 The Oregonian  
 File 713:Atlanta J/Const. 1989-2002/Oct 20  
 (c) 2002 Atlanta Newspapers  
 File 714:(Baltimore) The Sun 1990-2002/Oct 18  
 (c) 2002 Baltimore Sun  
 File 715:Christian Sci.Mon. 1989-2002/Oct 21  
 (c) 2002 Christian Science Monitor  
 File 725:(Cleveland)Plain Dealer Aug 1991-2000/Dec 13  
 (c) 2000 The Plain Dealer  
**\*File 725: This file is temporarily not updating.**  
 File 735:St. Petersburg Times 1989- 2000/Nov 01  
 (c) 2000 St. Petersburg Times  
**\*File 735: This file is temporarily not updating.**  
 File 476:Financial Times Fulltext 1982-2002/Oct 21  
 (c) 2002 Financial Times Ltd  
 File 477:Irish Times 1999-2002/Oct 19  
 (c) 2002 Irish Times  
 File 710:Times/Sun.Times(London) Jun 1988-2002/Oct 19  
 (c) 2002 Times Newspapers  
 File 711:Independent(London) Sep 1988-2002/Oct 19  
 (c) 2002 Newspaper Publ. PLC  
**\*File 711: Use File 757 for full current day's news of the Independent, as well as full coverage of many additional European news sources.**  
 File 756:Daily/Sunday Telegraph 2000-2002/Oct 21  
 (c) 2002 Telegraph Group  
 File 757:Mirror Publications/Independent Newspapers 2000-2002/Oct 21  
 (c) 2002  
 File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02  
 (c) 2001 THE NEW YORK TIMES  
**\*File 473: This file will not update after March 31, 2001.**  
 It will remain on Dialog as a closed file.  
 File 474:New York Times Abs 1969-2002/Oct 18  
 (c) 2002 The New York Times  
 File 475:Wall Street Journal Abs 1973-2002/Oct 18  
 (c) 2002 The New York Times  
 File 35:Dissertation Abs Online 1861-2002/Sep  
 (c) 2002 ProQuest Info&Learning  
 File 583:Gale Group Globalbase(TM) 1986-2002/Oct 17  
 (c) 2002 The Gale Group  
 File 2:INSPEC 1969-2002/Oct W3  
 (c) 2002 Institution of Electrical Engineers  
**\*File 2: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**  
 File 65:Inside Conferences 1993-2002/Oct W2  
 (c) 2002 BLDSC all rts. reserv.  
 File 233:Internet & Personal Comp. Abs. 1981-2002/Oct  
 (c) 2002 Info. Today Inc.  
 File 99:Wilson Appl. Sci & Tech Abs 1983-2002/Sep  
 (c) 2002 The HW Wilson Co.  
 File 256:SoftBase:Reviews,Companies&Prods. 82-2002/Sep  
 (c)2002 Info.Sources Inc  
 File 610:Business Wire 1999-2002/Oct 21  
 (c) 2002 Business Wire.  
**\*File 610: File 610 now contains data from 3/99 forward.**  
 Archive data (1986-2/99) is available in File 810.  
 File 613:PR Newswire 1999-2002/Oct 21

**\*File 613: File 613 now contains data from 5/99 forward.**

Archive data (1987-4/99) is available in File 813.

Set	Items	Description
-----	-------	-------------

---	-----	-----
-----	-------	-------

?s pd<19991217

>>>File 15 processing for PD= : PD=19991217

>>> started at PD=710000 stopped at PD=930107

>>>File 16 processing for PD= : PD=19991217

>>> started at PD=19900101 stopped at PD=19950623

Processing

>>>File 160 processing for PD= : PD=19991217

>>> started at PD=2103 stopped at PD=770314

>>>File 148 processing for PD= : PD=19991217

>>> started at PD=140105 stopped at PD=830728

>>>File 621 processing for PD= : PD=19991217

>>> started at PD=00000000 stopped at PD=19910208

>>>File 275 processing for PD= : PD=19991217

>>> started at PD=140103 stopped at PD=881206

>>>File 634 processing for PD= : PD=19991217

>>> started at PD=850602 stopped at PD=901209

>>>File 47 processing for PD= : PD=19991217

>>> started at PD=590100 stopped at PD=650211

>>>File 9 processing for PD= : PD=19991217

>>> started at PD=100305 stopped at PD=980904

Processing

Processed 10 of 53 files ...

>>>File 810 processing for PD= : PD=19991217

>>> started at PD=850116 stopped at PD=911127

>>>File 624 processing for PD= : PD=19991217

>>> started at PD=104 stopped at PD=921201

>>>File 813 processing for PD= : PD=19991217

>>> started at PD=100000 stopped at PD=900920

Processing

Processing

>>>File 636 processing for PD= : PD=19991217

>>> started at PD=19880101 stopped at PD=19940316

>>>File 635 processing for PD= : PD=19991217

>>> started at PD=1190 stopped at PD=910826

>>>File 570 processing for PD= : PD=19991217

>>> started at PD=19840102 stopped at PD=19910623

>>>File 387 processing for PD= : PD=19991217

>>> started at PD=931204 stopped at PD=990703

>>>File 492 processing for PD= : PD=19991217

>>> started at PD=11/10/99 stopped at PD=910923

Processing

Processed 20 of 53 files ...

>>>File 494 processing for PD= : PD=19991217

>>> started at PD=2/7/2001 stopped at PD=930611

>>>File 498 processing for PD= : PD=19991217

>>> started at PD=12 stopped at PD=920620

>>>File 631 processing for PD= : PD=19991217

>>> started at PD=11/14/99 stopped at PD=850519

>>>File 633 processing for PD= : PD=19991217

>>> started at PD=830101 stopped at PD=880823

>>>File 638 processing for PD= : PD=19991217

>>> started at PD=25, stopped at PD=920701

>>>File 640 processing for PD= : PD=19991217

>>> started at PD=850209 stopped at PD=930621

>>>File 641 processing for PD= : PD=19991217

>>> started at PD=890523 stopped at PD=941109

Processing

>>>File 702 processing for PD= : PD=19991217

>>> started at PD=801018 stopped at PD=880603

>>>File 703 processing for PD= : PD=19991217

>>> started at PD=880531 stopped at PD=951205

>>>File 704 processing for PD= : PD=19991217

```

>>> started at PD=890101 stopped at PD=940624
Processed 30 of 53 files ...
>>>File 713 processing for PD= : PD=19991217
>>> started at PD=880410 stopped at PD=940606
>>>File 714 processing for PD= : PD=19991217
>>> started at PD=900903 stopped at PD=960305
>>>File 715 processing for PD= : PD=19991217
>>> started at PD=890103 stopped at PD=970611
>>>File 725 processing for PD= : PD=19991217
>>> started at PD=15 stopped at PD=970106
>>>File 735 processing for PD= : PD=19991217
>>> started at PD=25UARY stopped at PD=950407
Processing
>>>File 476 processing for PD= : PD=19991217
>>> started at PD=19820102 stopped at PD=19881015
>>>File 710 processing for PD= : PD=19991217
>>> started at PD=880601 stopped at PD=931205
>>>File 711 processing for PD= : PD=19991217
>>> started at PD=880919 stopped at PD=941117
Processed 40 of 53 files ...
>>>File 474 processing for PD= : PD=19991217
>>> started at PD=101111 stopped at PD=740607
>>>File 475 processing for PD= : PD=19991217
>>> started at PD=191111 stopped at PD=810213
>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
>>>File 583 processing for PD= : PD=19991217
>>> started at PD=100001 stopped at PD=890326
Processing
>>>File 99 processing for PD= : PD=19991217
>>> started at PD=DEC.1200 stopped at PD=19910204
Processed 50 of 53 files ...
Completed processing all files
S123969891 PD<19991217
?s agent(w)based(w)instruction
Processing
Processed 10 of 53 files ...
Processed 40 of 53 files ...
Processing
Completed processing all files
1653616 AGENT
18868289 BASED
503191 INSTRUCTION
S2 27 AGENT(W)BASED(W)INSTRUCTION
?s virtual(w)(tutor??? or instruction? ?)
1061038 VIRTUAL
237311 TUTOR???
988939 INSTRUCTION? ?
S3 245 VIRTUAL(W)(TUTOR??? OR INSTRUCTION? ?)
?s customer(w)(care or service? ? or support or learning)
Processing
Processing
Processing
Processing
Processed 10 of 53 files ...
Processing
Processing
Processing
Processing
Processed 20 of 53 files ...
Processing
Processed 30 of 53 files ...
Processing
Processed 50 of 53 files ...
Processing
Completed processing all files
5140557 CUSTOMER
5025193 CARE

```

27595523 SERVICE ? ?  
10132782 SUPPORT  
1696771 LEARNING  
S4 1349688 CUSTOMER(W) (CARE OR SERVICE? ? OR SUPPORT OR LEARNING)  
?s (automated or assisted or intelligent)  
1004379 AUTOMATED  
462800 ASSISTED  
848376 INTELLIGENT  
S5 2233064 (AUTOMATED OR ASSISTED OR INTELLIGENT)

Set	Items	Description
S1	23969891	PD<19991217
S2	27	AGENT(W)BASED(W)INSTRUCTION
S3	245	VIRTUAL(W)(TUTOR??? OR INSTRUCTION? ?)
S4	1349688	CUSTOMER(W)(CARE OR SERVICE? ? OR SUPPORT OR LEARNING)
S5	2233064	(AUTOMATED OR ASSISTED OR INTELLIGENT)

?ds

Set	Items	Description
S1	23969891	PD<19991217
S2	27	AGENT(W)BASED(W)INSTRUCTION
S3	245	VIRTUAL(W)(TUTOR??? OR INSTRUCTION? ?)
S4	1349688	CUSTOMER(W)(CARE OR SERVICE? ? OR SUPPORT OR LEARNING)
S5	2233064	(AUTOMATED OR ASSISTED OR INTELLIGENT)

?s s2 or s3

	27	S2
	245	S3
S6	271	S2 OR S3

?s s1 and s6

	23969891	S1
	271	S6
S7	24	S1 AND S6

?s s7 and s4

	24	S7
	1349688	S4
S8	3	S7 AND S4

?t s8/free/all

**8/8/1 (Item 1 from file: 20)**  
 DIALOG(R)File 20:(c) 2002 The Dialog Corp. All rts. reserv.

04284152 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Nuance and NetSage Sign Joint Marketing Agreement; NetSage Joins V-Commerce Alliance**  
 February 09, 1999  
 WORD COUNT: 661

**8/8/2 (Item 2 from file: 20)**  
 DIALOG(R)File 20:(c) 2002 The Dialog Corp. All rts. reserv.

03304458 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Online Learning Important In Ever-Changing World** .  
 November 02, 1998  
 WORD COUNT: 1829

DESCRIPTORS: Science & Technology; General News; Education & Training  
 COUNTRY NAMES/CODES: United States of America (US)  
 REGIONS: Americas; North America; Pacific Rim  
 SIC CODES/DESCRIPTIONS: 7375 (Information Retrieval Services)

**8/8/3 (Item 3 from file: 20)**  
 DIALOG(R)File 20:(c) 2002 The Dialog Corp. All rts. reserv.

03167466 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**NetSage Merges With FunArts; Nass and Reeves of Stanford University Join with Combined Company to Lead Social Interface Market**  
 October 20, 1998  
 WORD COUNT: 1085

DESCRIPTORS: Mergers & Acquisitions; Company News